

## Sunnyvale Community Services

725 Kifer Road, Sunnyvale, CA 94086 (408) 738-4321

Working to Prevent Homelessness and Hunger

March 28, 2005

Nancy Steward  
Superintendent of Arts and Recreation  
City of Sunnyvale  
P.O. Box 3707  
Sunnyvale, CA 94088-3707

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Recreation Division

Dear Nancy,

Following our discussions about Sunnyvale Community Services' participation in the fee waiver program, I am writing to inform you of the decision of our Board of Directors.

For many years, SCS has qualified low-income residents for eligibility for fee waivers. The most time consuming part of our involvement in the program is the qualification process which includes verification of the number of members in the family, Sunnyvale residency, and total family income. Our caseworkers (with 4, 13, 14, and 18 years of experience) have heard every story. They know how to verify the information presented as well as to spot what information might be withheld.

Our caseworkers explain the fee waiver program and the activities to our clients, many of whom have no experience with such classes and activities and do not speak English. (Our staff speaks Spanish, Vietnamese, and four Chinese dialects.) We then help clients fill out the authorization forms for fee waiver. In addition, we maintain records of each person's fee waivers for the fiscal year and amount of subsidy each has spent. We have many clients who participate in the fee waiver program but not in any other SCS program.

For several years as our clientele increased and funding from traditional sources decreased, we approached the City for compensation for our role in the program. For FY 2002-03, we based our request for \$10,000 on 1,000 projected waivers, 30 minutes each (including all parts of the process) at the average caseworker salary of \$20/hour. This was not full cost recovery as no other costs were factored into the request. The current FY 2004-05 is the first year in which we received that \$10,000, even though we processed 2,160 waivers in FY 2003-04 (and 973 through the first two quarters of the current fiscal year).

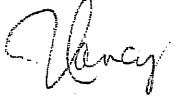
This year, on a full cost recovery basis, the program actually costs us \$42,513. The figure represents the caseworkers' average salary of \$24.48/hour, proportional benefits and taxes at \$3,277 and \$2,423 respectively, and other indirect costs proportionately at \$10,375. Next year, the total projected will exceed \$45,000.

Our Board of Directors values the fee waiver program and voted to continue our participation with minimum support from the City of \$10,000. This represents 22% of the total program costs

which, we believe, is far less than the City would have to pay should it decide to handle all aspects of the fee waiver program itself or even the qualification process alone.

I know this decision will be part of the City's budget process. Please let us know if we can provide you with any additional information.

Sincerely,

A handwritten signature in cursive script, appearing to read "Nancy".

Nancy S. Tivol  
Executive Director